GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:2418
ANSWERED ON:05.12.2001
TELECOM FACILITY IN J & K
ABDUL RASHID SHAHEEN

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the Government are aware of the substandard essential services being provided in the field of posts, telegraph and communications in Jammu and Kashmir circle;

(b) whether there is a need of improvement in the quality of these services in the State; and

(c) if so, the directions issued by the Government in this regard?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR)

(a) POSTAL SERVICES

Postal Services in J&K are generally satisfactory. Latest live survey of mails reveals the position as under.

Mail Segment	Percentage of mail delivered as per norms	
	Urban	Rural
Unregistered Mail	82%	81.4%
Registered Mail	75.3%	80.7%
Money Orders	45.2%	24.00%

There have, however, been occasional complaints which are attended to promptly.

TELEGRAPH SERVICES

No, Sir. The quality of telegraph services provided in Jammu and Kashmir is very satisfactory despite constraints and it stands at 89.2% against the target of 91% for the parameters of delivery of telegrams within 12 daylight hours.

TELECOMMUNICATION SERVICES

Sir, telecom services provided in Jammu & Kashmir are not sub-standard. All telephone exchanges are electronic.

(b) & (c): POSTAL SERVICES:

There is always a scope of improvement. Improvement in quality of services is an ongoing process and the following steps have been taken to improve the quality of service:

(i) To transmit money orders by Satellite, two VSAT stations and 8 ESMOs have been established. Constant monitoring over prompt payment of money order is done by a senior Gazetted Officer. Line limits have recently been enhanced.

(ii) To computerise the front office operations, 25 multi-purpose counter machines have been installed.

(iii) To ensure redressal of complaints quickly, three Computerised Customer Care Centres have been set up. Some more are likely to be installed during the year 2001-2002.

(iv) 12 Panchayat Sanchar Sewa Kendras have already been set up and 12 more are proposed to be set up during the current year 2001-2002.

(v) To ensure speedy processing of Registered mails, one computerised Registration Channel has been set up.

(vi) Savings Bank Operations are also being computerised to provide better quality service to the customers. Five post offices are having Savings Bank local area network.

(vii) To enlarge postal network in the State, 10 Extra Departmental Branch Post Offices in normal area and three Extra Departmental Branch Post Offices in tribal area are proposed to be opened during the year 2001-2002.

TELEGRAPH SERVICES

The improvement in the quality of services is an ongoing process and continuous efforts are made to improve it.

TELECOMMUNICATION SERVICES

Improvement in the quality of these services is a continuous process. However, there is a room for further improvement of telecom services in remote and far flung areas which is dependent on improvement in commercial power supply and law and order situation.

The engine alternators, solar power panels are being provided to overcome power shortage and reliable transmission media is provided in phased manner for improving connectivity.